

Business Relations Manager

South Slope Cooperative Communications – North Liberty, IA

South Slope, headquartered in North Liberty, IA, is currently seeking a Business Relations Manager. The Business Relations Manager is a blended retention role and sales support function. This position will be responsible for identifying and developing new sales opportunities, providing product solutions, ensuring customer satisfaction, and maintaining positive ongoing relationships to maximize sales revenues and profits for South Slope. Introduces company products and services to new and/or existing customers.

Primary Job Responsibilities:

Existing Accounts Development

- Serve as the primary interface for all products and services and create business demands for South Slope's products and services by raising their profile with customers.
- Build business cases for new opportunities: Upsell and cross-sell South Slope's services to its existing client base.
- Build rapport with customers by probing for needs, recommend appropriate solutions and follow-up after implementation is completed.
- Initiate and answer inbound/outbound sales calls directly from / to existing customers.
- Successfully close deals in order to reach the sales targets.
- Coordinate the delivery of the sale for technical compliance & acceptance.
- Collaborate with Marketing Manager to plan and coordinate sales promotions and incentives to meet business goals and objectives.

Customer Retention

- Serve as the primary customer contact for sales and business issues of assigned accounts.
- Develop ideas and initiatives to ensure customer loyalty.
- Liaise with relevant departments in order to accommodate customers' requests (customer's advocacy).
- Ensure high level of customer satisfaction.

New Customers Management

- Liaise with external Business Development Managers in order to ensure smooth transition of management of account.
- Present South Slope's products and tools to new customers.
- Provide support in the launch of the services and solutions.

Account Management

- Input and maintain activity reporting in CRM system and other relevant tools.
- Monitor the statistics in existing and new accounts to spot growth, loss trends, cancellations, orders, invoicing, traffic, etc. and develop strategic account plans accordingly.
- Provide accurate and timely sales forecasts to applicable departments on customers' requirement.
- Escalate and follow-up on issues reported by customers to the right teams.

Required Qualifications

- BS degree in Business or an equivalent level acquired through experience.
- 3+ years experience with account management or in sales.
- 3+ years supervisory/management experience.
- Proven track record in selling into business corporations at all levels.
- Experience operating various office equipment; Proficient in the use of personal computer applications including Microsoft Office and Customer Relationship Management (CRM) applications.
- Available to work flexible hours.
- Valid driver's license and good driving record.
- Applicant must be able to successfully pass a criminal background check and pre-employment drug screen.

Preferred Qualifications

- Previous experience and working knowledge in the telecom industry.

Knowledge, Skills and Abilities

- Ability to build and manage relationships with the involved stakeholders.
- Strong communicator with excellent interpersonal and written communication skills.
- Ability to prioritize in a dynamic and changing environment.
- Data-driven and analytical.
- Self-motivated, self-driven and autonomous.
- Positive attitude, professional demeanor and great leadership skills.

About South Slope Cooperative

South Slope Cooperative Communications provides high speed internet, phone service and television to residential and business customers. Since 1958, the cooperative has been committed to delivering cutting edge telecommunications services to its members.

In addition, South Slope offers:

- Competitive salary
- Full benefit plan including: health, dental, STD/LTD, PTO, Paid Holidays, 401k Plan
- Pension plan

How to Apply

If you are interested in this position, please submit a cover letter, resume and salary expectations to: jobs@southslope.com.

Job Type: Full-time, salaried (non-commission)

We are an equal opportunity employer and do not discriminate in hiring or terms and conditions of employment on the basis of race, color, sex, pregnancy, religion, national origin, age, disability military/veteran status, sexual orientation, gender identity, genetic information or any other protected category in compliance with local, state and federal law.